



## Student Perspective

### Create a Customer Account

#### Introduction:

SEVIS II will increase individual user accountability. Its paperless processes will require users to monitor their records and communications generated through the system. The following individuals must create customer accounts in SEVIS II:

- § Potential international students and exchange visitors and their dependents who want to obtain F, M, or J status either to pursue a course of study or to engage in international cultural or academic exchange in the United States. Their accounts must be created before an organization can issue certificates of eligibility for their academic or exchange programs. Through this account, they will monitor their immigration status and manage their personal information in SEVIS II.
- § Individuals who will serve as school or sponsor officials must establish individual accounts, be associated with one or more institutions, and assigned roles as PDSOs, DSOs, Responsible Officers, or Alternate Responsible Officers before they can carry out their responsibilities in SEVIS II.
- § Individuals wishing to pursue school certification or program designation can initiate those processes after creating a customer account.
- § Individuals – such as parents with under aged children who will manage a customer account for someone else – must first establish their own accounts before becoming account managers for someone else.



#### Timeline:

Teleza Sekibo left the U.S. in May 2007 after graduating from high school. She had held F-2 status while her mother pursued a doctoral degree from State University. She got married in June 2007 in Malawi, her home country. It is now July 2007. She has just learned she has been accepted to State University to pursue a B.S. in Environmental Engineering, starting 9/1/2007. SEVIS II has just been fully implemented. Teleza Okonkwo (married name) must create a customer account before State University can issue the Certificate of Eligibility to get the F-1 visa.

## Create a Customer Account – Steps:

### 1. Login Page



The screenshot shows the SEVIS II Login Page. At the top is a banner with a photo of three people and the text "SEVIS II". Below the banner is a "Login" section. On the left, there is a form with fields for "Username:" and "Password:", and a "Go!" button. To the right of the form is a sidebar with two sections: "Actions" and "Information". The "Actions" section is circled in red and contains four links: "Create a new account", "Retrieve your username or password", "I'm not sure if I have an account", and "I need to access my managed account". The "Information" section contains five links: "Learn more about getting an account", "Interested in becoming a student or Exchange Visitor", "Government User Login Information", "Exchange Visitor Program Application (Form DS-30)", and "School Certification Petition (Form I-17)".

Instructional text will inform nonimmigrants who do not have an account that populating the Username and Password fields is not required.

On the **Actions** panel, click **Create a new account**.

#### **Actions**

- ▶ [Create a new account](#) ←
- ▶ [Retrieve your username or password](#)
- ▶ [I'm not sure if I have an account.](#)
- ▶ [I need to access my managed account](#)

The **Welcome Page** opens.

2.



Welcome to the Student and Exchange Visitor Information System

<Instructional Text with [PIA](#) and [PRA](#)

links>

<Welcome to DHS. This is what we are all about. Etiam non velit turpis. Aenean nulla eros, mollis eu rutrum ut, volutpat sit amet ligula. Nulla ornare euismod arcu, et malesuada nisl accumsan non. Vivamus sodales tempor orci ac pellentesque. Vivamus consequat justo eu ante semper dictum. Quisque vitae purus massa. Mauris a condimentum enim. Nam lacinia volutpat enim, ac vehicula lacus ultricies quis. Quisque luctus nisi sit amet lorem semper tempor. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin dictum hendrerit est, sed feugiat nisl elementum nec. Integer mattis viverra purus, placerat varius augue malesuada nec>

Cancel

Create Account

The Welcome Page instructional text will provide information about the Student and Exchange Visitor program.

Click Create Account.

The Create New Account – Attestation of Age page opens.

3.



Create New Account - Attestation of Age

\* Indicates required field

<instructional text placeholder> This will allow you to ac ligula in eros adipiscing ultricies. Etiam non velit turpis. Aenean nulla ornare euismod arcu, et malesuada nisl accumsan non. Vivamus sodales tempor orci ac pellentesque. Vivamus consequat massa. Mauris a condimentum enim. Nam lacinia volutpat enim, ac vehicula lacus ultricies quis. Quisque luctus nisi sit amet tristique senectus et netus et malesuada fames ac turpis egestas. Proin dictum hendrerit est, sed feugiat nisl elementum ne malesuada nec.

Are you age 14 or older? \*

☐ Yes

☐ No

Cancel

Continue

Instructional text will inform nonimmigrants that every SEVIS II user, including nonimmigrant dependents, must have an account. Nonimmigrants under the age of 14 must have an account manager (usually a parent) to handle their account until they can legally sign for themselves.

Click Yes.

	<p>Click <b>Continue</b>.</p> <p>The <b>Create New Account – Specify Username, Password, E-mail and PIN</b> page opens.</p>
4.	<p><b>Create New Account - Specify Username, Password, E-mail and PIN</b></p> <p>* Indicates required field</p> <p>&lt;Instructional Text&gt;</p> <p>Username: * <input type="text"/></p> <p>Confirm Username: * <input type="text"/></p> <p>&lt;Instructional Text&gt;</p> <p>Password: * <input type="password"/></p> <p>Confirm Password: * <input type="password"/></p> <p>&lt;Instructional Text&gt;</p> <p>E-mail Address: * <input type="text"/></p> <p>Confirm E-mail Address: * <input type="text"/></p> <p>&lt;Instructional Text&gt;</p> <p>Create Signature PIN: * <input type="text"/></p> <p>Confirm Signature PIN: * <input type="text"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Continue"/></p> <p>Instructional text will provide information on how to select appropriate usernames, passwords, and PINs.</p> <p>For purposes of this demonstration, no input is required for any of the fields.</p> <p>Click <b>Continue</b>.</p> <p>The <b>Create New Account – Security Questions</b> page opens.</p>

5.



**Create New Account - Security Questions**

<Instructional Text>  
\* Indicates required field

Security Question 1: \*  ?

Security Question 1 Answer: \*

Security Question 2: \*  ?

Security Question 2 Answer: \*

Security Question 2 Answer: \*

Security Question 3: \*  ?

Security Question 3 Answer: \*

Security Question 4: \*  ?

Security Question 4 Answer: \*

Security Question 5: \*  ?

Security Question 5 Answer: \*

You will be asked to provide 5 security questions and answers. These questions can be used if you forget your SEVIS II login and password information.

For purposes of this demonstration, no input is required for any of the fields.

Click **Submit**. You have just created an initial account! It's that easy.

The **Verify Your E-mail and Address to Continue** message appears.

Click **OK**.

6.



Instructional text will inform you that a message will be sent – within 24 hours – to the e-mail address you noted on a prior page. Once you click on the e-mail message – and confirm the validity of the e-mail address – you will be advised to log on to SEVIS II again to complete the account creation process.

When the Login page opens, enter the Login and Password you defined for the account.

7.



For purposes of this demonstration, type **teleza** in the Username field.

Click **Go!**

The **Create New Account – E-mail Addresses and Phone Numbers** page opens.

8.

### Create New Account - E-mail Addresses and Phone Numbers

<instructional text>

\* Indicates required field

E-mail Address	E-mail Verified?	Primary?	Actions
tokenkwo@domain.com	Yes	Yes	

Add E-mail Address

<instructional text>

E-mail Address:

Confirm E-mail Address:

[Add E-mail](#)

Add U.S. Phone Number

<instructional text>

Phone Number:

Type of Number:

☐ I would like to receive text messages at this number.

[Add Phone Number](#)

[Cancel](#) [Save](#) [Save and Continue](#)

- E-mail and Phone Numbers
- Biographical Information
- Additional Names
- Citizenship and Passport
- Permanent Residence
- Canadian or Mexican National
- Current Address Information
- Flight Training
- Claim Previous Records
- Summary

E-mail and Phone Numbers
Biographical Information
Additional Names
Citizenship and Passport
Permanent Residence
Canadian or Mexican National
Current Address Information
Flight Training
Claim Previous Records
Summary

There are many different types of information you must complete in order for your SEVIS II account to be considered complete.

For purposes of this demonstration, you can work through information page-by-page or click on any tab to go directly to that page and view the types of information you will be asked to supply.

Click **E-mail and Phone Numbers** to begin.

Click **Save and Continue** at the bottom of each page to move to the next page.



9.

 <b>E-mail and Phone Numbers</b>
 <b>Biographical Information</b>
 <b>Additional Names</b>
 <b>Citizenship and Passport</b>
 <b>Permanent Residence</b>
 <b>Canadian or Mexican National</b>
 <b>Current Address Information</b>
 <b>Flight Training</b>
 <b>Claim Previous Records</b>
<b>Summary</b>

As information is filled in, SEVIS II places a checkmark next to the name to indicate completion of the page.



**Note:** To edit your information, click the appropriate tab and make any changes.

Don't forget to **Save** your updates.



Click **Summary** to view all the information entered into the account during the account creation process.

The **Create New Account – Summary/Review** page opens. This summary gives you the opportunity to review all the information entered and to make any necessary changes to that information before submitting it to SEVIS and finalizing the account. For purposes of this demonstration the information has been pre-populated.

10.

#### Create New Account - Summary/Review

<Instructional Text>

\* Indicates required field



##### E-mail Addresses

E-mail Address	E-mail Verified?	Primary?
newaddress@domain.com	No	No
tokonkwo@domain.com	Yes	Yes

##### Phone Numbers

Phone Number	Type of Number	Text Messaging
555-302-0000	Home	Yes

##### Biographical Information

Last Name/Single Name:

Okonkwo

First Name:

Teleza

Middle Name:

None

Suffix:



Click the **down arrow** on the scrollbar to view all the pages of the account.



11. You must attest that you reviewed the information you provided and that the information is accurate to the best of your knowledge.

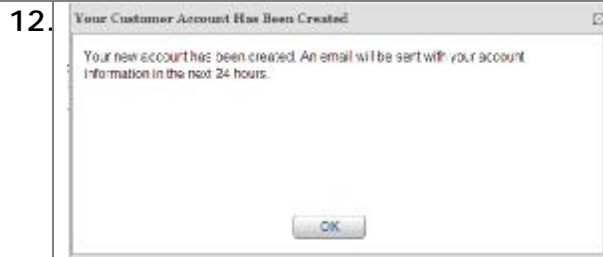


The screenshot shows a form titled "Attestation". On the left, there is a checkbox with a green checkmark inside it, which is circled in red. To the right of the checkbox is a paragraph of placeholder text: "By checking this box, I acknowledge that I have reviewed my information and that the information entered is true. Other legal text here: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam euismod commodo egestas. Quisque vitae vehicula diam. Proin adipiscing nisi vitae libero elementum eu accumsan velit rutrum." Below the text area are three buttons: "Cancel", "Back", and "Submit". The "Submit" button is highlighted in green.

Click on the **checkbox** next to the attestation to put in a checkmark.

Click **Submit**.

The **Your Customer Account Has Been Created** message appears.



Click **OK**.

The **Log-In** page opens.

This portion of the self-guided tutorial is complete.

Click **Return to Launch Page**.





## Student Perspective

### View My Home Page and My FMJ Record

#### Introduction:

For the first time, students will have access to information in their SEVIS record and will be responsible for monitoring and maintaining that information. Through the Home Page, they will access information on their customer accounts as well as information on their current and past periods of participation in F, M, or J programs. Through the Home Page, the students can:

- § View information on their immigration status, benefits, and payment of fees.
- § View system-generated alerts pertaining to their status.
- § Update information contained in their customer account.
- § Request changes and corrections related to their customer account and to entry and exit data.
- § Send SEVIS related messages to school or sponsor officials.



#### Timeline:

Teleza was in the U.S. as an F-2 nonimmigrant while her mother finished her Ph.D. at State University.

SEVIS I was in use during that time and Teleza did not have her own customer account.



Nonimmigrants with a customer account all have a general page of information regardless of whether or not they hold FMJ status. Only those who have held an FMJ status at some time have a My FMJ Record page.

## View My Home Page and My FMJ Record page – Steps:

1. The Nonimmigrant Home Page contains many different types of information.

The screenshot shows the SEVIS II Nonimmigrant Home Page. The top navigation bar includes links for SEVIS Home, My FMJ Record, My Account, Managed Accounts, Help & Information, Submit Help Ticket, and Contact Us. The user is logged in as Telesia Cicerio, ID: 3345, with email: scicorio@yahoo.com. The page is divided into four main panels, each highlighted with a red circle and a green number:

- 1. Alerts:** A table showing alerts with columns for Description, Date Due, and Clear. One alert is visible: "Student Program Ending" with a date due of 05/12/2020.
- 2. Communications:** A section titled "4 Unread Messages" with tabs for Message Board, Incoming Messages, and Sent Messages. It displays a list of messages with columns for Start Date, End Date, Subject Line, and Archive. Two messages are shown, both dated 05/03/2011 to 05/01/2011.
- 3. Certificates of Eligibility and Payments:** A section showing the current balance as \$0 and a table of certificates of eligibility. The table has columns for School/Sponsor, Class of Admission, Education Level/Category, Program Start Date, Purpose of Fee, Fee Amount, and Actions. Two entries are shown, both for State University with a fee amount of \$200.00.
- 4. I Want To...:** A sidebar menu with sections for Actions, Account Options, and Learn About, each containing a list of links for various user actions.

There are 4 panels on the Nonimmigrant Home Page:

- 1. Alerts** – lists of actions you must take and notifications you should be aware of in order to maintain immigration status.
- 2. Communications** – lists broadcast messages and e-mails you have received through SEVIS II, as well as e-mails you sent through the system.
- 3. Certificates of Eligibility and Payments** – lists certificates of eligibility, their associated I-901 payments, and any available actions.
- 4. I Want To** – lists actions you can take and topics you can learn about.

2.

I Want To...

#### Actions

- ▶ [Print domestic report](#)
- ▶ [Create a managed account](#)
- ▶ [Manage an account for someone else](#)
- ▶ [Add employment information](#)

#### Account Options

- ▶ [Manage my contact information](#)
- ▶ [Manage my personal information](#)
- ▶ [Update password, PIN, and security questions](#)
- ▶ [View my history](#)

#### Learn About

- ▶ [Maintaining my status](#)
- ▶ [School certification process](#)
- ▶ [Becoming a student in F-1 status](#)
- ▶ [Becoming a student in M-1 status](#)
- ▶ [Becoming a J Exchange Visitor](#)
- ▶ [Becoming a PDSO/DSO](#)
- ▶ [Becoming a RO/ARO](#)

Review this list of the different types of actions and account options you can complete or topics you can learn about.

The functionality is disabled for this demonstration, but you can still see what will be available in SEVIS II for use.

3.

Click **My FMJ Record** from the SEVIS II toolbar to access your record. The My FMJ Record page allows you to view information specific to your periods of participation in F, M, or J status.



The My FMJ Record page opens.

4.

**SEVIS II**

You are logged in as Teleza Okonko, IN. Email: tokonko@yahoo.com [Update Profile]

SEVIS Home | My FMJ Record | My Account | Managed Accounts | Help & Information | Submit Help Ticket | Contact Us

Name: Teleza Okonko - 3829.3982.6948

FMJ Status: Active (OP1) | Program Start/End: 09/01/2007 - 05/31/2011 | Student ID: 329489623  
 Date of Birth: 12/17/1989 | Current Session Ends: 04/25/2011 | Legacy SEVIS ID: N0093891029 | School: State University - 30329

Disaster Impacted Designation - Hurricane Patricia  
 Administrative Designation: F-1 (Green) | Last Date of Authorized Stay: 08/04/2012

**1** Participation History

**2** Alerts and Notifications

**3** I Want To...

Date	Description	Clear
04/25/2012	Student Program Ending	<input checked="" type="checkbox"/>

Displaying 1 - 1 of 1

**4** FMJ Record Details

School: State University - 30329 | COA: F-1 | Program Dates: 09/01/2007 - 05/31/2011 | Period of Status: 2 (09/01/2007)

**Program Information**

School Name: State University | School Address: 1200 University Ave. Anytown, AS 12345  
 School Code: S-1-12345 | School Phone Number: 702-202-2000  
 School Website: http://www.state.edu | School E-mail Address: contact@state.edu

Student ID: 329489623 | Associated DSO: Mary Alice McDonough  
 Program Start Date: 09/01/2007 | School/Sponsor Relationship: Current  
 Program End Date: 05/31/2011 | COE Status: Active  
 COE Type: F-1

Major/Minor	Level	Name of Program	CIP Code	CIP Code Name	Length	Type of Hours
Major 1	Bachelors	Civil Environmental Engineering	14.1401	Environmental Engineering	40	Credit
Major 2	Bachelors	Nonprofit Management	62.0296	Nonprofit/Public/Organization Management	40	Credit
Minor		None				

5. There are 4 panels on the My FMJ Record page:

- 1. Participation History** – lists all your past and current programs of participation in F, M, or J status.
- 2. Alerts and Notifications** – actions you must take and notifications you should be aware of in order related to your immigration status.
- 3. I Want To** – actions and correction requests available to you. This list is dynamic and will display only those options available to you.
- 4. FMJ Record Details** – detailed information pertaining to the period of participation selected in the Participation History panel.

6.

Click **Program Information** to begin.



**Note:** The View/Print All functionality is not operational for this demonstration.

<b>Program Information</b>
<b>Biographical Information</b>
<b>Counters and Indicators</b>
<b>Contact Information</b>
<b>Enrollment Information</b>
<b>Employment/Training</b>
<b>Current Requests and Authorizations</b>
<b>Financial Information</b>
<b>Spouse/Dependents</b>
<b>Entry/Exit Information</b>
<b>Passport and Visa Information</b>
<b>Correction Requests/ Help Tickets</b>
<b>Communications</b>
<b>History</b>
<b>Account Managers</b>
<b>Flight Training</b>
<b>View/Print All</b>

Click on the various tabs to view the information contained on the individual pages.

7.

This portion of the self-guided tutorial is complete.

Click **Return to Launch Page**.







## Student Perspective

### View an F-2 FMJ Record

#### Introduction:

SEVIS II will increase individual user access to information and accountability for management of their personal data – not only for the primary status holder, but also for any dependents. Its paperless processes will require users to monitor their records and communications generated through the system.



**Timeline:** Teleza's husband, Euthant Banda Okonkwo wants to review his F-2/FMJ record for accuracy.

## View an F-2 FMJ Record – Steps:

### 1. F-2/M-2 Home Page

**SEVIS II**

You are logged in as: Teleza Okonko, IN --- 3345  
Email: tokonko@yahoo.com [Update Email]

SEVIS Home My FMJ Record My Account Managed Accounts Help & Information Submit Help Ticket Contact Us

Name: Euthant Banda Okonkwo - 5643.1888.6789 (Spouse of Teleza Okonkwo)

FMJ Status: Active Spouse/Dependent Program Start Date: 09/01/2007 School: State University - 30329  
Date of Birth: 05/05/1987 Program End Date: 05/31/2011

Class of Admission: F-2

Admissibility Indicator: F-2 (Green) Last Date of Authorized Stay: 05/04/2012

**Participation History**

**Alerts**

Date	Description	Actions	Clear
05/25/2011	Customer Account Information Updated	<a href="#">View</a>	<input type="checkbox"/>

Displaying 1- 1 of 1

**I Want To...**

Actions:

- [View my contact information](#)
- [Manage my biographical information](#)
- [Print domestic report](#)
- [Manage my own account](#)

Submit a Correction:

- [Biographical information](#)
- [Entry/Exit information](#)
- [Participation History](#)

**FMJ Record Details**

School: State University - 30329 COA: F-2 Program Dates: 09/01/2007 - 05/31/2011 Period of Status: 1 (05/25/2008)

**Biographical Information** [Update Personal Information](#)

**Principal Information**

**Counters and Indicators**

**Contact Information**

**Current Requests and Authorizations**

**Entry/Exit Information**

**Passport and Visa Information**

**Correction Request/Help Tickets**

**Communications History**

**Account Managers**

**Flight Training**

**View/Print All**

**Biographical Information**

<Instructional text>

**FMJ Status:** Active Spouse/Dependent City/Village of Birth: Lilongwe

**First Name:** Euthant Last Date of Authorized Stay: 05/04/2012

**Middle Name:** Banda IIN: 3030.3020.3030

**Last Name:** Okonkwo Date of Birth: 05/05/1987

**Suffix:** Gender: Male

**Full Name as Written in English:** Euthant Banda Okonkwo Country of Birth: Malawi

**Full Name as Written in Native Language:** Euthant Banda Okonkwo Legacy SEVIS ID:

**Countries of Citizenship:** Malawi

**Other Names Used:**

Other Name	Type of Name	Dates Used
Okonkwo, Banda	Nickname	04/15/2009-Current

There are 4 panels on the F-2 FMJ Record page:

1. **Participation History** – lists all your past and current programs of participation in F, M, or J status.
2. **Alerts** – actions you must take and notifications you should be aware of in order related to your immigration status.
3. **I Want To** – actions and correction requests available to you. This list is dynamic and will display **only** those options available to you.
4. **FMJ Record Details** – detailed information pertaining to the period of participation selected in the Participation History panel.

	Browse through these sections and view the records for Teleza's husband, Euthant.
2.	This portion of the self-guided tutorial is complete.  Click <b>Return to Launch Page</b> .